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Margaret Helliwell

Student's Book

2

Business PLUS

Preparing for the workplace

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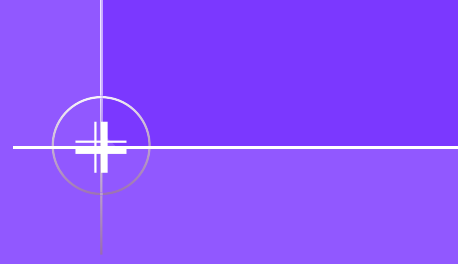
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Plan of the book

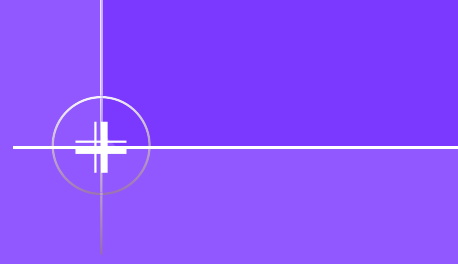
	Business situation	Grammar focus	Listening and speaking	Vocabulary focus
Before you begin Page viii				
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Welcome to our company Pages 1–8	A visitor	1 Review of present tenses 2 <i>Wh-</i> questions	1 Commuting in Jakarta 2 Talking about the ideal workplace	1 Welcoming a visitor 2 Describing people, places, and things
Unit 2				
Business communication Pages 9–16	Videoconferences	1 Verb + <i>-ing</i> after prepositions 2 Past tense of <i>can, must, have to</i>	Communicating at work Talking about communicating outside work	Computers and the Internet
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Products and services Pages 19–26	Describing products	1 Review of past simple 2 The passive	1 Describing services 2 Talking about how to learn a foreign language	1 Adjectives to describe products and services 2 ASEAN: countries, languages, and people
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Achievements Pages 37–44	Presenting facts and figures	1 Present perfect 2 <i>Since</i> and <i>for</i>	1 Personal achievements 2 Talking about successful people	1 Graphs and charts 2 Presenting information



Reading	Culture focus	Business writing	Learning outcomes
			Students can . . .
An unusual workplace	The right time		<ul style="list-style-type: none"> ▪ welcome a visitor in a business situation. ▪ use the present tenses. ▪ ask questions with <i>wh-</i> words. ▪ understand a conversation about commuting. ▪ talk about the ideal workplace. ▪ ask people to describe things. ▪ understand a text about working on an oil rig. ▪ understand different attitudes to time and punctuality.
Skype is here to stay		Messages	<ul style="list-style-type: none"> ▪ understand a conversation about videoconferences. ▪ use the <i>-ing</i> form of the verb after prepositions. ▪ use modal verbs in the past and to give advice. ▪ talk about communicating at work and outside work. ▪ talk about computers and the Internet. ▪ understand a text about Skype. ▪ write telephone and text messages.
Wearable technology	Stereotypes		<ul style="list-style-type: none"> ▪ understand someone describing a product. ▪ talk and ask questions using the past simple. ▪ understand and use the passive. ▪ understand a conversation about products and services. ▪ talk about how to learn a foreign language. ▪ use different adjectives to describe products and services. ▪ understand the names of ASEAN countries, languages, and people. ▪ understand text about wearable technology. ▪ discuss stereotypes.
An advertising trend		Formal and informal language in emails	<ul style="list-style-type: none"> ▪ understand a conversation about advertising. ▪ understand and use the first conditional. ▪ use adverbs of manner to talk about how they do things. ▪ understand commercials and talk about advertising. ▪ understand and use advertising words. ▪ use some easily confused words correctly. ▪ understand a text about an advertising trend. ▪ recognize formal and informal language in emails.
Successful Asian businesspeople	Hand signals		<ul style="list-style-type: none"> ▪ understand a presentation of sales figures. ▪ use the present perfect with <i>for</i> and <i>since</i>. ▪ understand and talk about successful people. ▪ describe graphs and charts. ▪ open and close a presentation and use connecting words. ▪ understand a text about successful Asian businesspeople. ▪ understand typical hand signals.

Plan of the book

	Business situation	Grammar focus	Listening and speaking	Vocabulary focus
Unit 6				
How would you like to pay? <i>Pages 45–52</i>	Banks and their services	1 Verb + object + <i>to do</i> 2 Defining relative clauses	1 A company and its money 2 Role play situations in a bank.	1 Dealing with money 2 Foreign currencies
TOEIC® practice <i>Pages 53–54</i>				
Unit 7				
Future trends <i>Pages 55–62</i>	Top jobs for the future	<i>Will</i> and <i>going to</i> future	1 The future of education? 2 Talking about future trends	1 Work and jobs 2 College and university
Unit 8				
When things go wrong <i>Pages 63–70</i>	Dealing with a complaint	1 Second conditional 2 Adverbs that modify adjectives	1 Making complaints 2 Talking about making complaints	1 Complaints and apologies 2 Easily confused words (2)
TOEIC® practice <i>Pages 71–72</i>				
Unit 9				
Socializing <i>Pages 73–80</i>	Networking	1 Reflexive pronouns and <i>each other</i> 2 Present perfect with <i>ever</i> , <i>yet</i> , <i>already</i>	1 Planning a social program 2 Talking about a social program for visitors to your company	1 Phrasal verbs 2 Polite phrases for socializing
Unit 10				
Next on the agenda <i>Pages 81–88</i>	Organizing a meeting	1 <i>May</i> and <i>might</i> 2 Grammar quiz	1 Meeting styles 2 Talking about organizing a meeting	1 Prefixes 2 Vocabulary quiz
TOEIC® practice <i>Pages 89–90</i>				



Reading	Culture focus	Business writing	Learning outcomes
Group buying		Report on a sales trip	<p><i>Students can . . .</i></p> <ul style="list-style-type: none"> ▪ understand conversations in a bank. ▪ use verbs + object + <i>to do</i>. ▪ use defining relative clauses. ▪ understand an interview about a company and its money. ▪ role-play situations in a bank. ▪ use different words to talk about money. ▪ talk about different currencies. ▪ understand an article about group buying. ▪ write a short sales report.
Tomorrow's cities	Names and titles		<ul style="list-style-type: none"> ▪ understand people talking about their future careers. ▪ use <i>will</i> and <i>going to</i> to talk about the future. ▪ understand and talk about future trends in education. ▪ use words for different jobs. ▪ talk about college and university. ▪ understand an article about a city of the future. ▪ use names and titles in business in different countries.
Solving problems with a smile		Responding to a complaint	<ul style="list-style-type: none"> ▪ understand a complaint and an apology. ▪ understand and use second conditional. ▪ use adverbs that modify adjectives. ▪ understand a conversation and talk about making complaints. ▪ deal with complaints. ▪ use easily confused words correctly. ▪ understand a text about strange complaints in a hotel. ▪ reply to a complaint email.
Social or antisocial networks?	Gift taboos in Asia		<ul style="list-style-type: none"> ▪ introduce themselves and make business contacts. ▪ use reflexive pronouns and <i>each other</i>. ▪ use the present perfect with <i>ever</i>, <i>yet</i>, and <i>already</i>. ▪ plan a social program for visitors to a company. ▪ use phrasal verbs. ▪ use polite phrases for socializing. ▪ understand a text about communication technology. ▪ understand and talk about gift taboos in Asian countries.
Meetings etiquette in Japan		Writing an agenda	<ul style="list-style-type: none"> ▪ understand plans for a meeting. ▪ use <i>may</i>, <i>might</i> and <i>maybe</i>. ▪ understand about meeting styles. ▪ organize a meeting. ▪ use prefixes to make opposites. ▪ understand an article about etiquette at meetings. ▪ write an agenda for a meeting.

Before you begin

Can you match the business situations in Units 1–10 with the photos? Then check the units.

- 1 **Welcome to our company**
A visitor
- 2 **Business communication**
Videoconferences
- 3 **Products and services**
Describing products
- 4 **Targeting the customer**
Advertising
- 5 **Achievements**
Presenting facts and figures
- 6 **How would you like to pay?**
Banks and their services
- 7 **Future trends**
Top jobs for the future
- 8 **When things go wrong**
Dealing with a complaint
- 9 **Socializing**
Networking
- 10 **Next on the agenda**
Organizing a meeting



Welcome to our company

Unit 1

1

Business situation

A visitor



A (1) David Tan from Singapore is visiting Le Thi Mai and Tran Thanh Ly at their office in Hanoi. Listen to their conversation. Who says what? Write *M* for Mai, *L* for Ly, or *D* for David.

- | | |
|--|--|
| 1 Welcome to our company. | 7 What's the place like? |
| 2 It's great to see you again. | 8 Could you tell me where the restroom is? |
| 3 Pleased to meet you. | 9 I'll be right back. |
| 4 Our office is on the third floor. | 10 What's the plan for the day? |
| 5 Please, have a seat. | |
| 6 How do you take your tea? | |

B Work with a partner. Student A is at work. Student B is a visitor.

Student A	Student B
Greet the visitor. You have met before.	Greet A. You have met before.
Offer B a seat.	Thank A. Say something about the office.
Offer B tea or coffee. How does he or she take it?	Tell A tea or coffee and how you take it. Ask about the plan for the day.
Tell B about the plan for the day (meet colleagues – have meeting – lunch).	Tell A what you think of the plan. Ask the way to the restroom.
Tell B the way to the restroom.	Thank A.

- ▶ sales conference ■ enormous
▶ work on sth. ■ project ■ to share

I can welcome a visitor in a business situation.

Grammar focus

Focus 1: Review of present tenses

A Look at the sentences 1 to 3 from the conversation in 1A. Match them with the definitions A to C.

- 1 We're **working** on a project together.
- 2 We're **meeting** him at 11 o'clock.
- 3 Ly **works** with me in the sales department.

- A** the present simple to talk about something that happens usually or often
- B** the present continuous to talk about something that is happening now
- C** the present continuous to talk about a future plan

B Answer the questions. Use one of the present tenses.

- 1 What do you do every day?
- 2 What are you doing now?
- 3 What are you doing tomorrow?

We don't use some verbs in the present continuous, for example *like, know, want, need, prefer, understand*:

Now Mai wants to show David her office.

Ly understands the questions now.

C Complete each sentence with a verb from the box in the correct present tense.

- | | | | | |
|------------|-------|-----------|-----------|-------|
| attend | do | know | make | speak |
| understand | visit | wear (2x) | work (2x) | |

- 1 My boss (not) the conference tomorrow.
- 2 I a cup of tea. Would you like one?
- 3 Now I his telephone number.
- 4 How many guests the company this week?
- 5 Stop! You too fast. I (not).
- 6 What you usually in your free time?
- 7 Next month we on a project together.
- 8 I (not) glasses all the time, but I them now because I on the computer.



The glasses suit you.

D Match the two sentence halves.

- 1 Tom is not working right now **E**
- 2 Huang doesn't work now
- 3 Irfan writes a report
- 4 Haziq is writing a report
- 5 Robert comes from London
- 6 David is coming from his hotel

- A** because he's too old.
- B** and he lives there with his family.
- C** and will arrive soon.
- D** every time he attends a meeting.
- E** ~~because he's tired.~~
- F** about the meeting he had yesterday.

Tom is not working right now because he's tired.

▶ glasses ■ report

I can use the present tenses.